MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2022/2023

BMG1014 –MANAGEMENT

(All sections / Groups)

7th OCTOBER 2023

9A.M-11A.M

(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **TWO (2)** pages (including the cover page).

2. Answer **ALL** questions. The marks distributions are given in parentheses.

Answer ALL Questions. (100 Marks)

QUESTION 1

a. Fredrick Winslow Taylor is known as the "father" of scientific management. Explain the **FOUR (4)** scientific management principles introduced by Taylor.

[6 Marks]

b. Describe Henri Fayol's **FOURTEEN (14)** principles of management.

[14 Marks]

QUESTION 2

a. What is organisational culture? Explain the **SEVEN (7)** dimensions of culture.

[10 Marks]

b. What is management by objectives (MBO)? Explain the steps involved in MBO.

[10 Marks]

QUESTION 3

a. Explain any 10 common decision errors and biases that are commonly made by managers.

[20 Marks]

QUESTION 4

a. Describe any **FIVE (5)** well-known organisational development techniques.

[10 Marks]

b. Describe any **FIVE (5)** differences between centralisation and decentralisation.

[10 Marks]

QUESTION 5

a. Explain Maslow's hierarchy of needs theory.

[10 Marks]

b. Explain the **FIVE (5)** sources of leader's power.

[10 Marks]

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